

St. Charles
Fire Department



2002 Annual Report



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MESSAGE FROM THE FIRE CHIEF

It is my distinct privilege to present the St. Charles Fire Department's annual report for 2002. I would like to thank the members of the staff and committees for their contribution toward the completion of this report.

We have entered an era of change within the fire service. That change will be reflected in an even higher level of community expectation for its fire department. It is time for the fire department to "exceed customer expectations". One of the hallmarks of the firefighting community has always been a strong sense of heritage, community, and commitment. Firefighters have been around as long as there have been cities. We have always been a highly visible part of our community. It should come as no surprise that every part of the fire service is undergoing rapid dramatic change. Numerous challenges face the Fire Service Community such as hazardous situations, laws and regulations, increased liability, new technology, multiple roles (hazardous materials, EMS, technical rescue, structural collapse, dive, etc.), changing workforce, the economy, and terrorism (weapons of mass destruction).

The City of St. Charles Fire Department will continue to explore innovative ways to maintain and improve the fire suppression, prevention and education programs insuring that they are always appropriate. A constant evaluation of the organization will take place to keep the Department ahead of changes in the community that will affect service delivery levels. One of the departments future goals is to improve on its ISO rating. A key ingredient in accomplishing this goal is to increase our staff, equipment and emergency response. These additions are essential if we are to meet the ever-increasing demands placed upon the fire service.

I would like to recognize our firefighters as models of excellence, providing services through education, prevention, and investigation. Our department is synonymous with the term leadership. Our department fosters an environment of empowerment, involvement, trust and cohesion. Our department is responsive to the community's customer service needs and concerns.

In conclusion, I wish to offer my sincere gratitude to the men and women of the St. Charles Fire Department who have given themselves to the department and our community. It is through their efforts that the citizens and

*Alan Schullo
Fire Chief*



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EXECUTIVE SUMMARY

Perhaps like never before, there is a need for marketing within the fire department today. To thrive in this new millennium the fire department will need a solid understanding of marketing and how it can help during tough economic times. There is no question fire departments will survive. The question is – in what form?

The economy of our nation is still sluggish; government is in a downsizing mode. Competition for tax dollars will continue to be intense, and in many parts of the country the tax revolt is still very much alive.

Another factor that will determine how fire departments will survive is this: citizens are assuming control of local government in a very aggressive fashion. This movement within our country is not bad, but it does forebode changes in how local fire departments will operate.



Administrative assistant Nonda Anderson completes a multitude of tasks as part of her everyday duties.

What Marketing Is – And What It's Not

Many do not understand the difference between marketing and advertising. Some in the fire department assume that advertising or promotion of their services will result in more budget support. However, there may be little connection between marketing efforts and the size of a fire department.

Therefore, marketing is a process of identifying needs and delivering products to meet them. It is not a product, a promotion campaign or advertising. Those are only components of the overall marketing process.



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EXECUTIVE SUMMARY (CONTINUED)

Marketing For The Fire department

For fire department marketing, the key will be in identifying which needs our customers require, and meeting them in the most efficient manner possible. For us, fire engines and emergency response are visible products we offer, but public safety is the real product we provide, and there are a number of ways to meet that need.

However, for the sake of clarity, “products” for the fire department will refer to the services we provide.

Other elements of our marketing mix are also important to consider, such as:

- *Research*
- *Customer Satisfaction*
- *Relationships with Internal and External Customers*
- *Cost/Benefit Analysis*
- *Building Partnerships*
- *Evaluating Success*
- *Establishing Direction*
- *Implementation of programs*
- *Evaluation of programs*



Linda Smith works on the inspection program.

There are a number of success stories provided in the body of this report. As previously mentioned, success can be defined in a number of ways. However, they are all measured in one form or another. Successful marketing efforts are driven toward specific results.

The fire department should keep in mind that marketing is a process- not a product. It is not just advertising or promotion. After all the professional jargon is removed- the relationship marketing has to our strategic planning efforts is critical, and should be evident.



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EXECUTIVE SUMMARY (CONTINUED)

We do not sell specific products. We identify real customer needs and develop marketing strategies (including services) to meet those needs. For the fire department, this means avoiding traps like saying we are in the fire suppression business. Proper use of marketing will help us to stay in focus with our public safety mission. And it will help us to realize that there is more than one way to meet a customer's needs. The fire departments strategic direction will usually fall into one of four categories:



Captain Schelstreet speaks to elementary school children during fire prevention week.

- 1. Emergency response – the capability to mitigate emergencies after they occur.*
- 2. Engineering – the use of technological solutions to prevent problems, or mitigate them after they occur (example, sprinklerization, alarmed detection systems).*
- 3. Enforcement – the ability to legislate actions or technological solutions, which implies an obligation to enforce the mandates.*
- 4. Education – the effort to prevent unsafe behaviors by teaching people how to avoid them, to educate them about technological solutions they may wish to use voluntarily.*

According to marketing professionals, segmenting and targeting specific markets with specific products will usually provide the best chance of success. These strategic directions are generally the form our services will take to meet the customer need for safety.

*Alan Schullo
Fire Chief*



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BUDGET COMMITTEE

The Budget Committee oversees the complete Fire Department budget throughout the year. The Committee was formed in June of 2002 to work with the other fire department committees.



Firefighter Kurczek, Lieutenant Petersen, and Firefighter Christensen operate a handline during a recent training exercise.

The process of completing the fiscal year 2003/2004 budget began in August 2002 with committees submitting their individual budgets. Throughout September and October meetings were held with each committee chairperson to justify their budgets. The next task was to compile each committee's budget into the over all fire department

budget. This process involved countless hours of input and number crunching by the committee members. Budget entry was completed by February 17 and was submitted to the City's Finance Department for review.

We balanced the needs of each committee's budget with the needs of the overall fire department budget, to provide the best possible service to the areas that the St. Charles Fire Department protects.

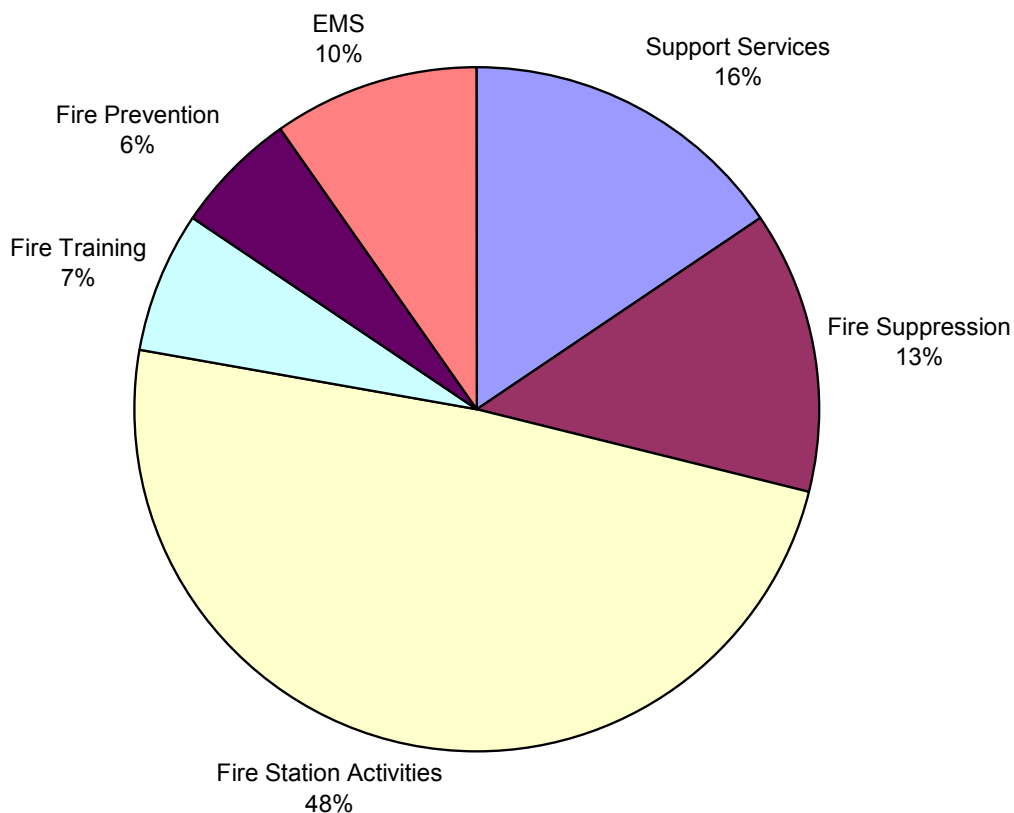
*Brian Byrne
Fire Fighter*



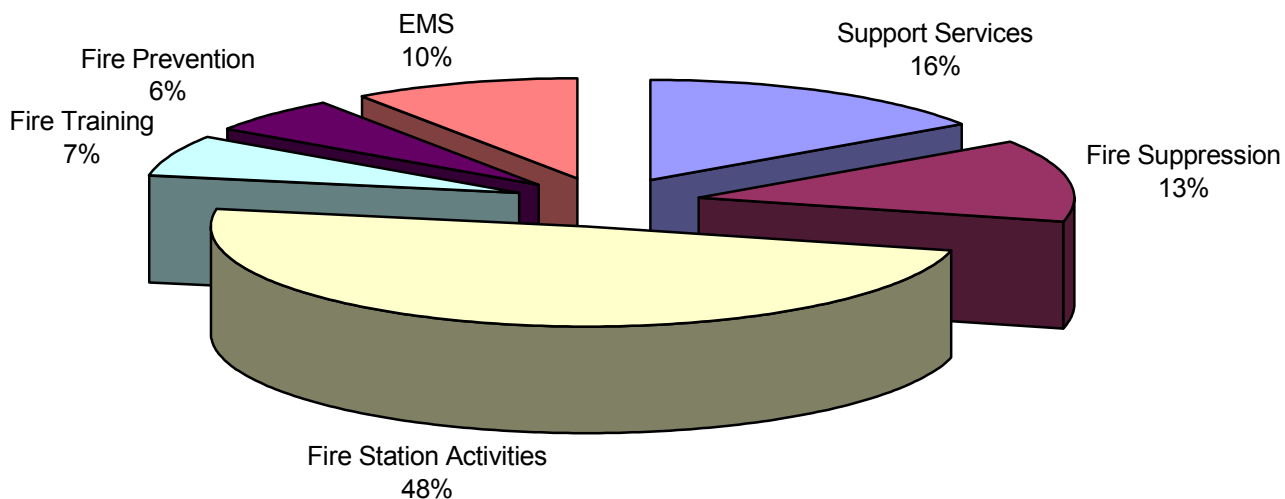
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FY 2002/2003 BUDGET



Expenditures - All Fund Types





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INCIDENT RESPONSES

The St. Charles Fire Department responded to a total of 4,939 incidents in 2002. This report will list the types, numbers, and percentages of those incidents.

The Department responded to 159 fires in 2002. This made up 3.21% of the total incidents. These responses included:

<i>Building fires</i>	<i>63</i>
<i>Vehicles fires</i>	<i>14</i>
<i>Grass or Brush fires</i>	<i>26</i>
<i>Dumpster or Rubbish</i>	<i>30</i>

The Department responded to 2,424 rescue and EMS incidents. This total made up 49.07% of the incidents. These responses included:

<i>EMS, excluding vehicle accidents</i>	<i>1,977</i>
<i>Vehicle accidents with injuries</i>	<i>311</i>
<i>Pedestrian vs. vehicle</i>	<i>17</i>

The Department responded to 225 hazardous conditions (no fire) incidents. These made up 4.55% of the total. These responses included:

<i>Natural gas leaks</i>	<i>45</i>
<i>Carbon monoxide</i>	<i>41</i>
<i>Electrical problems</i>	<i>32</i>
<i>Power lines down</i>	<i>17</i>
<i>Flammable spills</i>	<i>17</i>
<i>Combustible spills</i>	<i>10</i>

Good Intent and Service calls made up 883 of our incidents. This is approximately 18% of the total responses. These include:

<i>Assist citizen</i>	<i>61</i>
<i>Assist police</i>	<i>56</i>
<i>Unauthorized burning</i>	<i>66</i>
<i>Change of Quarters</i>	<i>434 (mutual aid)</i>

Fire alarm system malfunctions and unintentional activations of alarms made up 1,237 of our incidents. This is 25% of the total responses.

*Steve McCormick
Lieutenant*



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PUBLIC EDUCATION

Public Education has always been a major part of the Fire Prevention Program within the St. Charles Fire Department. Spreading the fire safety message to every citizen possible has been an ever-present goal. Many different programs have been formulated to address the differing needs of the citizens we serve. Children, adults, seniors, and the business community all represent major groups that are focused upon when classes are developed.



Lieutenant Christensen conducts fire extinguisher training.

All members of the St. Charles Fire Department are involved in Public Education in some manner. This participation might include acting as guide for a station tour, providing instruction in CPR or possibly in demonstrating the proper use of a fire extinguisher. The importance of this education is continuously reinforced.

we saw 41 different groups come through the different fire stations for formal tours. In addition, the doors to the fire stations are always open and many families stop in for a look around when they see the fire engines.

Tours of the Fire Stations have always been one of the most popular events for people of all ages and in 2002

The department has traditionally made an extraordinary effort to reach out to children. This year, as in every year during Fire Prevention Week, a special program was done for every grade school within the service area as well as the Glenwood School for Boys and the two St. Patrick's schools. This year also saw firefighters visiting 29 different preschool classes with handouts and the fire safety message.



Captain Schelstreet hands out fire safety literature at the Classic Cinemas

To reach the business community, the department offers fire extinguisher training, fire drill planning, severe weather planning, CPR training, and assistance with hazardous materials issues. We have made great strides with many businesses concerning fire drills and evacuation planning. We have been successful in spreading the word that fire drills in the work place are as necessary as fire drills in the home.



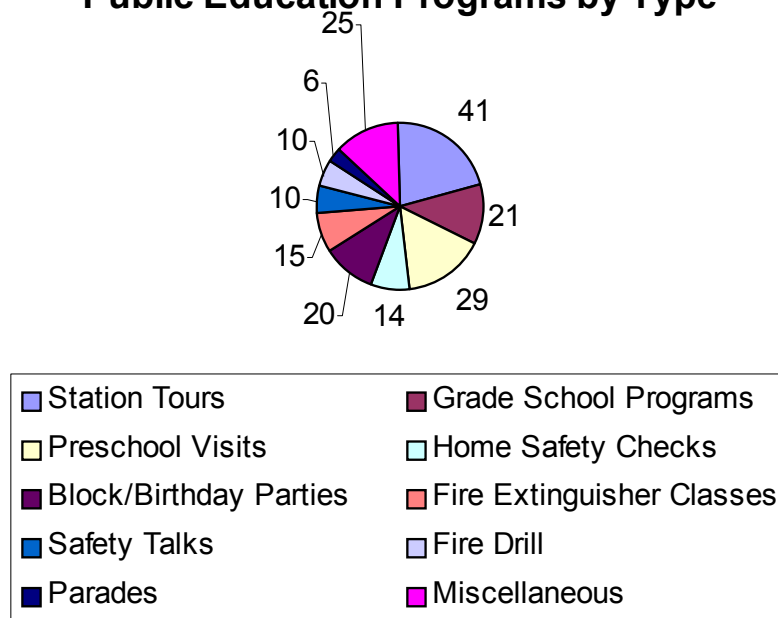
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PUBLIC EDUCATION (CONTINUED)

Public Education has expanded to take on diverse rolls including the newly created public information officer. The department is attempting to make more information available to the public. Press releases are now regularly sent out after a fire or other substantial incident. A release will also be issued for other important events that the department is involved in that may be particularly newsworthy. The Fire Department web site also falls under the domain of public education and the lions share of the work was completed in 2002. Currently, the site is being constructed and we hope to be up and running by May 2003. The following chart illustrates the amount of major programs completed in 2002.

Public Education Programs by Type



Involvement in Public Education offers the firefighter a wide variety of experiences and challenges. As we look forward to 2003, several new programs are going to be offered specifically for the seniors in our community. We also hope to make dramatic inroads into the Middle Schools and High Schools within the service area and reinforce the fire safety message to the young adults in the community.

The past year was filled with exciting changes and new opportunities. The coming year promises more of the same as we continuously strive to improve the safety and quality of life for those we serve.

*Joe Schelstreet
Captain*



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FIRESETTER PROGRAM

Seven male youths were involved in the Firesetter Program during the year of 2002. The Kane County Court System referred two youths and five youths were referred by their parent (s). No females were referred to the program this year.

The youths that went through the program this year were provided extra fire safety training focusing on how quickly a small fire can become unmanageable in a short period of time. They were shown a fire video and were assigned a fire escape plan for homework. The youths completed the homework and returned to the fire station within two weeks. At this time the youths presented the homework and explained it. This was also the time to ask any questions that may have come up with during the two weeks.

All youths involved in the program this year completed the work satisfactorily and no other reports of "Fire Play" or "Firesetting" were received by the Fire Department.

Kane County Probation Department requested risk assessments on the two youths referred by the court system because of the amount of fire damage involved these were completed and presented.

All youths involved in the program for the year 2002 were of the Type I involvement. These are youths involved in "Fire Play" or a situation showing fire inquisitiveness with little intent to damage property.

During the year 2002 meetings were held with the Kane County States Attorneys Office Juvenile Section to inform them of the program advantages. These meetings continued into 2003.

*Marty Friel
Fire Fighter*



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FIRE TRAINING

The St. Charles Fire Department training program for the year 2002 underwent many changes and a new sense of priority. The year began as many previous years had with occasional shift training and paid on call training on Tuesday evenings.

After June 1, 2002, the importance of training, both quantitatively and qualitatively was stressed by management. A committee of nine officers and firefighters was formed to coordinate the training schedules and topics to be covered. Daily training for shift personnel was implemented with a goal of drilling two to three hours per day. This shift training was begun immediately and firefighters seemed to welcome the change and the challenge. Firefighters worked hard and as the year went by the training hours continued to increase. By the end of the year, full time firefighters were able to average 240 hours of training each. This amounted to 7,517 total hours of training compared to 3,384 hours the previous year. A full 80% of the training hours for the year were accumulated in the months June through December!



Firefighters advance on a working house fire during a training exercise.

Just as the full time staff increased their training participation, so did the Paid on Call personnel. During the previous year, these firefighters trained primarily on one Tuesday night per month with an occasional special drill conducted on weekends. Since June 1, several training schedules were tried in order to best accommodate the paid on call members' full time job schedules while maximizing their training hours. By the end of the year, the committee seemed to have found a working schedule that would do both. The improvement was evident in that during the year 2001, paid on call members averaged 96 hours for each firefighter with a total for the year of 3,838. In the year 2002, these firefighters averaged 124 hours each with a total of 5,092 hours. Seventy-four percent of the five thousand hours were obtained in the last seven months of the year.

The command staff consisting of the Chief and two Assistant Chiefs recorded 32.5 hours of training for the year 2002 while the same number of people recorded 103 hours this year. This amounted to an increase in 316% over the 2002 total.



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FIRE TRAINING (CONTINUED)

The summary of the increase in training hours is shown below in chart form. The reader can easily see that vast improvement has been shown in the number of hours firefighters have devoted to improving their skills and knowledge.

	<u>2001</u>	<u>2002</u>
Full time total hours	3385	7517
Full time average hours	113	250
Paid on Call total hours	3839	5092
Paid on Call average hours	96	124

In addition to increasing training as related to time involved, firefighters also worked hard to make the training meaningful. The members of the training committee spent countless hours preparing for and delivering the instruction necessary to challenge members to perform above and beyond that which they previously felt they could. The training committee scheduled several special training sessions such as live burns, weapons of mass destruction, specialized rescue awareness, and specialized rescue vertical I.



Firefighters check progress of the attack team.

The first order of specialized training business after June 1 was to give all members of the department the eight hour Technical Rescue Awareness class while keeping costs to a minimum. The department applied to the State of Illinois to be listed as a training facility for the following technical rescue classes: Technical Rescue Awareness, Confined Space/Trench Rescue Awareness, Confined Space Rescue, Trench Rescue I and II, Vertical Rescue I and II, and Structural Collapse Operations. The Office of the State Fire Marshal approved the St. Charles Fire Department to teach all of the classes that we applied for. Once the department was approved to teach the classes, the committee immediately set to work on scheduling the Technical Rescue Awareness classes so that the training could be completed while firefighters were on duty. By doing the classes this way, the department avoided the extra costs of calling back personnel from off duty. A total of sixty-three members of the department completed the class and to date, 100% of the forty-one members challenging the state test have passed and become certified.



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FIRE TRAINING (CONTINUED)

The fire department was privileged to get twelve structures with which to train in. Multiple training sessions were set up to best utilize these buildings. The St. Charles Police, F.B.I., and other fire departments were invited to train in and around these buildings. Fire department personnel spent many afternoons doing room burns, practicing everything from search and rescue to ventilation to extinguishment. This live burn training can not be duplicated in a manufactured training facility. Firefighters took advantage of this opportunity to sharpen already known skills and recruits were able to practice and be tested on skills for their certification.



Lieutenant Christensen works the line.

The “burn-down” days, allowed firefighters to try some of the newest lines of self contained breathing apparatus, as well as some new nozzles. The sales representatives left the equipment with the fire department for further evaluation and practice. This equipment was put through some extremely rugged testing under real fire conditions.

On various days, members of the Des Plaines, Chicago, Cortland, and

Geneva fire departments trained with St. Charles personnel. This combined training benefits all participating departments by sharing knowledge and developing working relationships.

Besides using the homes for burning, the fire department scheduled a weapons of mass destruction drill with the F.B.I. tactical and hazardous materials teams in conjunction with the St. Charles Police tactical team. Each organization’s representatives met and set up a scenario to test the capabilities of each. The success of the operation depended on the mutual cooperation of all agencies. The participants were not informed of the situation prior to the drill. The training exercise was conducted and critiqued with everyone coming away from the drill with increased knowledge and ability.



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FIRE TRAINING (CONTINUED)

As the end of the year approached, the firefighters took on yet another training challenge. The goal was to conduct a Rescue Specialist-Vertical I class for all personnel wishing to certify in this discipline. The instructors actually conducted three 40 hour classes so that personnel could get their instruction while on duty. This method required personnel to train for eight hours on their assigned weekends for 5 weeks. Twenty-six members of the department completed the course and will challenge the state test for certification in 2003.

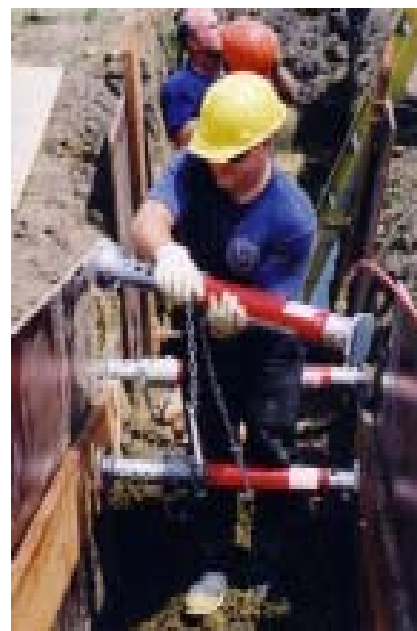
Several department members achieved certification in areas not previously mentioned. The certifications were either new classes or continuations of previous learning experiences. The following certificates were earned during the calendar year 2002:

<i>Certified Firefighter II-</i>	<i>4 members</i>
<i>Arson Investigator-</i>	<i>1</i>
<i>Hazardous Materials Awareness-</i>	<i>3</i>
<i>Fire Apparatus Engineer-</i>	<i>6</i>
<i>Firefighter III-</i>	<i>1</i>
<i>Fire Prevention Officer I-</i>	<i>1</i>
<i>Rescue Specialist Structural Collapse-</i>	<i>1</i>
<i>Tactical Emergency Medical Specialist Awareness-1</i>	

The advances in training accomplished this year would not have been possible without the dedication and commitment of all of the department members. All of these members deserve recognition for their efforts.

Special recognition goes to the members of the training committee for their efforts to improve the capabilities of the department by committing themselves to the never-ending task of educating themselves and their fellow firefighters. They are listed here in alphabetical order.

- FF Kevin Christensen*
- Lieut. Nick McManus*
- FF Joel Meeter*
- FF Darin Peterson*
- FF Mike Schaben*
- Lieut. Scott Schaben*
- Lieut. Scott Swanson*
- Capt. Leo Veseling*
- FF Walter Voelsch*



Firefighter Hanson and Firefighter Lloyd are setting up shoring.

*Leo Veseling
Captain*



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FIRE PREVENTION

During the time frame of June through December 2002, 18 - BOCA Chapter 34 Reviews were completed for changes of use in existing buildings. The evaluations consist of a review of current life safety conditions such as fire safety, egress, and existing fire protection features that are available. The next step is to evaluate the new use of the building and how the new commodities, processes, and storage arrangements might effect the overall safety in the building. The evaluation is quite comprehensive and results in often times improved safety for the occupants and the general public, by the installation of new fire alarm, sprinkler, or egress lighting systems. This review has been proven an effective tool to establish a minimum safety standard within existing buildings. The prior system in place to review such changes of use in buildings was very restrictive, and often times simply required in all cases, a new sprinkler system.

During the time frame of June through December 2002, approximately 369 new construction reviews were performed. Of these reviews, about 75 automatic sprinkler plans, and 40 automatic fire alarm plans were reviewed. Other reviews included new buildings (40), new building additions (15), kitchen fire suppression systems, smoke evacuation systems, life safety evacuations, and preliminary plan reviews. The Fire Prevention Division also attends numerous preliminary, pre-submittal, and development meetings with architects, developers, and businessmen.

During the time frame of June through December 2002, approximately 340 new construction field inspections were performed. Inspections consists of underground fire supply tests, sprinkler and fire alarm tests, kitchen fire suppression tests, smoke evacuation tests, and the final occupancy inspection for each new building, addition, remodel, or tenant finishout. Several large projects during this time frame include St. Charles East High School, Hunt Club Village, Christ Community Church addition, Target, and the new Lowe's Home Improvement Store. Numerous fire hydrant flow tests were conducted to



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FIRE INSPECTIONS (CONTINUED)

During this timeframe of June thru December 2002, the Fire Prevention Division conducted numerous fire drills and maintenance inspections in the St. Charles School District #303 buildings. We assisted with pyrotechnic displays at St. Charles North High School, St. Charles Country Club, Pheasant Run Lodge, and for the St. Charles Park District.

During this timeframe of June thru December 2002, under the auspices of Fire Chief Alan Schullo, the first Fire Prevention Committee was formed to plan, evaluate, budget, and implement the entire Fire Prevention activities to include inspections, investigations, education, and special events. Several on-going programs were evaluated and re-formatted to enhance the ability of Department members to provide successful results. A new Firehouse computer program was started to assist inspections for tracking and implementation. The program is somewhat new but will provide tremendous abilities not available before. Weekly fire prevention activity reports and monthly reports are included in the new St. Charles Fire Department Monthly Report edited by Captain Joe Schelstreet.

All in all, the last half of the year 2002 was certainly quite busy, but proved to be quite challenging also. We look forward to the year 2003, to continue to improve ourselves and our programs for the public.

** June - December*

*Dave Mansfield
Assistant Chief*



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APPARATUS AND EQUIPMENT SPECIFICATION COMMITTEE

Members:

*Capt. Schelstreet
Lt. J. Swanson, Chairman
Lt. Schaben
Lt. Schmitz
Ff. Mustard
Ff. Kurczek
Ff. Kuhn*

The Apparatus and Equipment Specification Committee (AESC) mission is to take requests for purchases and identify which specific brand or model would be in the best

interests of the department. The goals for the committee in 2002 were to award a bid for a Heavy Rescue Squad, prioritize a list of loose equipment to be purchased, improve emergency lighting on pumpers and recommendations for tankers.

The specification that was sent out took a great deal of time and research to develop. Seven different manufacturers were visited to see first hand the quality of their products in various stages of completion. These inspection trips gave insight as to the quality that each builder puts into their products. Information obtained on the visits helped the committee incorporate durability, quality and functionality into the specifications. As with many things, we found that our dreams outweighed our budget. In order to get the vehicle that the committee had recommended, Captain Schelstreet applied for and won a grant from the State of Illinois. This grant, along with monies from the City, the Foreign Fire tax fund, Paid on call fund and IAFF WILL help pay for the unit. The rescue squad bid opening took place in late April of 2002. The bid was awarded to Seagrave Fire Apparatus and we anticipate delivery in April of 2003.



Engine company 101 is ready for a run.



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APPARATUS AND EQUIPMENT SPECIFICATION COMMITTEE (CONTINUED)

The second item covered by the committee was to recommend a prioritized list of loose equipment to be purchased. The experience and various backgrounds of the members gave us a good foundation to make decisions. The finished list was then turned over to the department for their evaluation and implementation.



Truck 110 awaits in staging.

The committee looked at the current emergency lighting on the apparatus at the request of some department members. The result of the inquiry found that the lighting could be improved upon and would help protect our members. Vendors were invited to make recommendations for the different department vehicles. Pricing, lighting options and apparatus limitations were all considered when making the choices. The final decision is in front of the committee now.

Although the committee has not been in existence very long, it has improved the way the department functions. There are so many different paths that could be followed during the purchase of even one piece of equipment. To ask a single person to do all of the research and to make the final decision on important purchases would be an injustice to the department and could result in the oversight of important details.

*Jeff Swanson
Lieutenant*



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APPARATUS AND EQUIPMENT MAINTENANCE

The maintenance section of the department was kept busy in 2002. Some of the major projects included hiring a part-time mechanic, overseeing the refurbishment of Engine 102, placing Engine 101 into service and the changing of apparatus colors. All of these projects were carried out while maintaining our normal workload.

In September, approval was given to hire a part-time mechanic. A job description was developed by incorporating duties and requirements of the City of St. Charles fleet mechanics, neighboring towns' fleet mechanics and other fire department mechanics within the Chicagoland area. Human Resources, Fire Department personnel and the City's maintenance foreman conducted interviews. The mechanic started in October. Since his hiring, the back logged workload has decreased. The Department continues to try to make this position full time in order to make advances in preventative maintenance. Currently the work is shared between the part time mechanic and hiring back firefighters and officers on overtime.

May 15th, 2002, Engine 102 was involved in a serious accident while responding to a house fire. The damage to the unit was in excess of \$60,000.00. The seriousness of the damage demanded that the pumper return to the truck builder to ensure proper repairs be made. When the unit was at the manufacturer, several operational enhancements were made. Front suction, a front bumper discharge, intercom system for the passengers and additional emergency lighting were added.



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APPARATUS AND EQUIPMENT MAINTENANCE (CONTINUED)

In August a new pumper was delivered. The new unit was designated Engine 101 which replaced a 1983 vintage unit. A large number of safety improvements were gained with this replacement. Emergency lighting was enhanced for on scene safety at vehicle accidents. The cab went from having open jumpseats behind the driver and officer, to being a fully enclosed unit allowing for better protection of personnel. Front suction and discharge lines were also added to this unit to further enhance the operations. Engine 101 was the first pumper the Department ordered air conditioning on. The addition of this option may appear frivolous. In reality, it lets the firefighters remain relatively cool while responding to calls for service in full turn out gear thus allowing for longer work periods at emergencies. It also gives them a place to recuperate after being exposed to high heat and humidity.

The arrival of Engine 102 in August brought about many changes. Probably the most talked about change was switching colors from white over lime yellow to the current black over red. The change to black over red takes the department in a more traditional direction. Reflective striping that is twice the amount required ensures visibility and gives the Department a unique look among area fire departments.

The maintenance section does a vast majority of the maintenance work "in-house". Only large engine and transmission rebuilding work, front -end alignments and other specialized repairs are sent to outside vendors. The addition of the part-time mechanic has helped dramatically. The many benefits of this position include increased preventive maintenance, reduced risk of losing a shift firefighter to injury while acting in the role of mechanic, reduced overtime of shift firefighters and officers, and reduced equipment out-of-service time. Having the part-time mechanic also allows the firefighters and officers to concentrate on their primary role as a firefighter.

*Jeff Swanson
Lieutenant*



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PERSONAL PROTECTIVE CLOTHING

During the year 2002 several changes and improvements were made in the area of personal protective clothing and uniforms within the St. Charles Fire Department.

Due to monetary and safety reasons the structural firefighting turn out gear was changed from Janesville to Morning Pride. The three quarter firefighting boots were taken out of service and the turnout coat specifications were changed to bring the department more in line with NFPA standards.



Turnout gear ready for the next call.

A study was conducted to ascertain the feasibility of changing the department specification for structural firefighting bunker boots from rubber to leather bunker boots. Several manufactures participated in the test and the following was recommended. It was recommended that the department change the specification to the "Thorogood Oblique Toe" with the option of the "Pro Warrington" with the difference in cost the employees' responsibility.

A comparison was conducted between fire retardant duty uniforms versus cotton blend duty uniforms. It was found that due to the changes in turnout gear that fully encapsulates firefighters it is no longer necessary to outfit firefighters in fire retardant uniforms. As the comparison showed, if cotton blend uniforms were provided the cost savings could be used to bring the department into compliance with the corresponding section of NFPA 1500.

Recommended changes included double-breasted blouse coats for officers along with over coats for dress uniforms. A new patch was added to the department uniform depicting the St. Charles City Flag and the US Flag crossed in front of an eternal flame. The winter duty coat was upgraded to a warmer model and several items were added to the "Department Supplied" list.

*Marty Friel
Fire Fighter*



St. Charles Fire Department

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INCIDENT COMMAND TASK FORCE

This committee was formed to address the need for a formal manual that would outline the responsibilities and procedures used by the Command Staff when responding to an incident of any magnitude.

Under the current Standard Operating Procedures, Command responsibilities and procedures were only briefly outlined and were outdated. Rather than simply updating our Standard Operating Procedures, we opted to recognize Command as a very significant position on the fireground and produce a manual to cover this large area of responsibility.

The goal of the committee was to produce a manual that would provide important guidelines to ensure effective operations on the fireground. This includes, but is not limited to the following:

- § Common terminology*
- § Modular organization*
- § Unified command structure*
- § Ability to develop and implement a strategic plan*

In order to accomplish this goal, the committee reviewed our existing Standard Operating Procedures, as well as Standard Operating Procedures from other departments. We also researched training manuals on the subject, and followed NFPA 1561, Standard on Emergency Services Incident Management System.

Committee members compiled individual research and information in a central location accessible to other members for review. This information could then be transferred and modified among committee members until a final draft could be acted upon.

Using the various Incident Management Systems and our existing Standard Operating Procedures, we made changes that reflected the current command structure, and anticipated increased usage of these procedures.

Our end result as a committee was the production of an Incident Command manual. The manual is designed to be used for all kinds of incidents, and applicable to both small day-to-day situations as well as very large complex incidents providing the basis for clear communications and effective operations.

*Kevin Christensen
Lieutenant*



St. Charles Fire Department

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FIELD OPERATIONS COMMITTEE

Chairman: Captain J. Schelstreet

*Members: Captain L. Maxwell
Lieutenant S. Swanson
Lieutenant S. Schaben
Lieutenant J. Swanson
Firefighter A. Lloyd*

The Field Operations Committee is responsible for researching current firefighting strategies and tactics and updating departmental Standard Operating Guidelines while remaining in compliance with the NFPA, ISO, and other regulatory agencies. Formed in June of 2002, the committee has undertaken the complete revision of the department's S.O.G. manual, the update of the entire Box Alarm Card System and the development of special operations plans for severe weather or other circumstances of high incident volume. During 2002 the committee:

Changed departmental operational initiatives from Standard Operating Procedures to Standard Operating Guidelines

Issued each member of the department their own S.O.G. Manual

Commenced issuing the updated Standard Operating Guidelines to reflect changes made.

Updated the Box Alarm Cards for mutual aid response during large incidents.

Recommended the alteration of several automatic-aid agreements to provide additional resources during structural fires

The Standard Operating Guideline Manual is intended to be a "living document" and will be updated regularly. The committee will be constantly striving to keep the department up to date by introducing new policies and strategies to improve operations.

*Joe Schelstreet
Captain*



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E.M.S. COMMITTEE

The 2002 fiscal year has proved to be a very engaging year for the E.M.S. Committee. This year has become a historic year for the St. Charles Fire Department and the City of St. Charles, with the enrollment of four Full-time Fire Fighters and four P.O.C. Firefighters into Paramedic Programs. Never before has the Fire Department or the City of St. Charles agreed to take such actions. With the future in mind and a customer-focused approach, this historic step has opened the door for excellence in the field of Emergency Medical Care.

The E.M.S. Committee has been instrumental in the implementation of an A.L.S. Fire Engine, which should be in service the summer of 2003. All licensing concerns have been budgeted for and all equipment has been selected. Upon completion of the Paramedic Program, the four newly licensed Full-time Firefighter Paramedics will staff this A.L.S. Engine, along with the three currently licensed Fulltime Firefighter Paramedics. P.O.C. Firefighter Paramedics will also serve as supplemental staffing for the A.L.S. Engine.

Feeling a need to look for more efficient ways to continue Emergency Medical Education, the committee chose two Fulltime and two P.O.C. Firefighter Paramedics to become Paramedic Preceptors. These Paramedic Preceptors can train Provisional Paramedics on emergency calls. Along with this, one Fulltime and one P.O.C. Firefighter Paramedic have also become Paramedic Facilitators. These Paramedic Facilitators can teach in house Continual Education for E.M.T.-B and Paramedics.

Public Safety is the first and foremost important issue concerning the E.M.S. Committee. The E.M.S. Committee believes that the education of Firefighters to the level of E.M.T.-B and Paramedic greatly elevates the standard of care our citizens will receive. With this higher standard of care comes an even greater level of professionalism to the Fire Department and the City of St. Charles.

*The City of St. Charles has adopted a Mission Statement of ***STEWARDSHIP, * ENGAGEMENT and * COLLABORATION**. The City of St. Charles has also stated values such as **CUSTOMER FOCUSED, EXCELLENCE, FUTURE ORIENTED, INTEGRITY, OPENNESS and LEAD BY EXAMPLE**. With these values, this mission and a sound partnership, we believe the St. Charles Fire Department and the City of St. Charles will rise to the top in Emergency Medical Care.*

Darin Peterson
Fire Fighter



St. Charles Fire Department

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GRANT COMMITTEE

Chairman: Captain J. Schelstreet

Members: Firefighter G. Gresser

The grant committee was newly formed midyear 2002 and was charged with researching outside funding opportunities through grants, member initiatives, and other funding sources in order to provide additional operating capital for the department. The intent is to find specific projects or programs that are most in need of additional support and concentrate efforts on the attainment of outside financial assistance. During 2002, two grants were received:

\$50,000 Member initiative from Senator Doris Karpel towards the purchase of a new heavy rescue truck.

\$10,000 from FEMA towards the FETN training network and additional projection equipment.

The committee also submitted a grant request to the General Casualty Insurance company for monies to be used for the purchase of a new Safety House. In addition to this, research was completed detailing available software that may be used in the grant search and writing process. The purchase of this software will allow the committee to focus on specific government programs and private foundations that are primarily concerned with the Fire Service.

*Joe Schelstreet
Captain*



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FITNESS COMMITTEE

The past year has seen the development of the St. Charles Fire Department Fitness Committee. As the department recognizes the need for physical fitness among its members, a need has arose to organize and develop a fitness program. The benefits of a fitness program are to make the participating members healthier, able to perform duties more efficiently, and lessen stress.

In attempts to lay the foundation for the program, equipment for cardiovascular exercise and strength training has been purchased. Treadmills were the bulk of the purchase with the intent of providing the members of the department the opportunity to increase their cardiovascular endurance. This will hopefully extend the time a person can work at a fire before having to go to recovery, as well as decrease the risk of heart disease. A universal type system using weight plates was chosen for strength training based on the cost effectiveness, safety, and size.

Future plans include the development of a generic exercise plan catered to the new equipment distributed by Lotus Notes for members to use. There has been a notable increase in usage in equipment in the past couple months and the committee hopes to see ongoing growth in the usage resulting in a healthier and more proficient department.

*Allen Wade
Fire Fighter*



Newly purchased fitness equipment at station #1.



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HISTORY COMMITTEE

Chairman: Captain J. Schelstreet

*Members: Lieutenant G. Schmitz
Lieutenant P. Martin
Firefighter G.*

Mayer

The History Committee is working to research, document, and preserve the Fire Department's history so that the information is available for all who may be interested and so that all who come from this day on can learn from previous successes, failures, and other experiences. The work of this committee is important, not only for the morale of the department, but also for strategic planning.



Local dignitaries at the ground breaking ceremony for fire station #1.

Formed at the end of 2002, the committee has begun work on the documentation of the changes initiated by Chief Schullo. Contact has also been made with the St. Charles Heritage Center to improve the relationship between our two organizations and hopefully to share some materials.

The St. Charles Foreign Fire Insurance Tax Board has been very supportive and generous in allocating funding to obtain resources for the archiving of documents and pictures. The committee has much work before it, but the end result will be valuable to all.

*Joe Schelstreet
Captain*



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SCBA COMMITTEE

In the world of SCBA we have been very busy. Over the past few months we have been using three different styles of SCBA. The first style was a dragger unit that was used on all three front line apparatus. There were some mixed notions from all the officers. The unit was a 45 minute, 4500 psi style. The second unit that was tested was a Survivair 45 minute 4500 psi model that also received mixed reviews. The last model was a Scott 45 minute 4500 psi unit that received the best reviews of all.



Firefighter Wade repairs an airpack.

All of the airpacks that we tested over the past few months were NFPA compliant. This means that they all had integrated personal pass devices, buddy breathing attachments and the capability of being refilled while still being worn. The buddy breathing option is used when your air supply runs out. A hose on your harness can be used to hook into your partners air supply so the both of you can escape.

Within the past few months we have had many representatives from all different companies showing off their airpacks. Most of the new airpacks are now using the HUD or Heads Up Display in their masks to let the wearer know how much air is left in his cylinder. Earlier this month, eight (8) new harnesses were ordered and they will be put into use as soon as they arrive. We hope that in the near future we will be looking to purchase eight (8) more new harnesses. By acquiring these new units we will be slowly entering the 21st century. Over the next few months, we hope to have enough for everybody to use while on duty.

Mike Thomas
Fire Fighter



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MULTIPURPOSE LIGHTERS ARE TOOLS – NOT TOYS

Multipurpose lighters are butane filled tools, commonly used to light charcoal and gas grills, pilot lights, camping stoves, candles, and similar objects. Last year an estimated 237 fires reportedly were started by children under the age of 5 who were playing with multipurpose lighters. These fires resulted in 45 deaths, including 28 deaths of children less than 5 years of age, and 103 injuries. The injuries caused by these fires are especially severe. Some of the surviving children under 5 received burns over 70 percent of their bodies, requiring extensive long-term treatment. Since these are only the numbers of incidents reported, they are considered to be a conservative indication of the true extent of the problem.

As regular company inspections are conducted in retail establishments, inspectors will be cognizant of the location of these devices. The multipurpose lighters are often displayed at the front checkout counter and are in easy reach of children. Currently there are not regulations regarding the display or sales of these devices to minors.

The inspectors will have the opportunity to educate the local merchants and their employees explaining the dangers of these lighters falling into the wrong (small) hands and will encourage them to take precautions where they are stocking these items.

*Alan Schullo
Fire Chief*



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CANDLE FIRES IN THE HOME

Candles caused an annual average of 8,690 fires, 104 deaths, 948 injuries and \$1,260 million in damage. Candle fires account for an average of 20% of all reported home fires, 2.9% of the civilian home fire deaths, 4.9% of the civilian home fire injuries, and 2.8% of the direct property damage in home fires.

According to the National Candle Association, the industry has had an average annual growth of 10-15% since the early 1990's. It was also noted that growth has doubled in recent years. There are more than 200 commercial, religious, institutional manufacturers and an untold number of home crafters of candles in the United States, a typical manufacturer offers between 1,000 and 2,000 varieties of candles. The NCA reports that candles are used in seven out of ten households in this country and that roughly 35% of the candle business is seasonal around the holidays.

It is reported that candle fires start in the following:

- 44% of these fires started in bedrooms
- 19% started in living rooms, family rooms or dens
- 17% started in bathroom
- 7% began in kitchens; and
- 4% started in dining rooms

How do they start?

- 36% of the home candle fires occurred because candles were unattended abandoned or inadequately controlled.
- 17% occurred because some form of combustible material was left too close to the candle.
- Children were playing with the candles or something flammable near the candle in 9% of these fires.
- 5% of the home candle fires started when the occupant fell asleep while the candle was burning.
- An unclassified or unknown type misuse of the candle caused 11% of the fires.



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CANDLE FIRES IN THE HOME (CONTINUED)

What do candles ignite?

- *Mattresses or bedding were first ignited in 13% of these fires.*
- *Cabinetry was the first item ignited in 10% of these incidents.*
- *Curtains and drapes were ignited first in 8% of these fires.*
- *Interior wall coverings were ignited first 6% of the time.*
- *Upholstered furniture was ignited first in 5% of the fires.*
- *In 5% of these fires, decorations for special events were first ignited.*
- *Clothing (not being worn at the time) was also ignited first in 5% of these incidents.*
- *Magazines, newspapers, and writing paper were first ignited 4% of the time.*
- *Rugs and other floor coverings were first ignited 4% of the time.*
- *Towels and other linens (not bedding) were first ignited in 4% of the fires.*

Candle fires had a higher death rate per fire than most other fire causes. Home candle fires had a higher death rate per 1,000 reported fires than home fires from any of the 12 major causes other than smoking or children playing with fire. Candle fires were comparable with incendiary or suspicious fires in their risk. During a five-year period an average of 8.52 civilian deaths resulted per 1,000 home structure fires reported to public fire departments. For home fires started by candles, the rate was 12.00 deaths per 1,000 reported home structure fires. (The cause categories except for candles are based on a hierarchy developed by the U.S. Fire Administration. Candles have not been removed from the other causes and are also captured in other categories, particularly: other heat source; open flame, ember or torch; and child playing.) It is important to note that specific parts of each category many have higher death rates than the category as a whole.

December was the peak month for home candle fires with twice the average number of these incidents. These incidents were more frequent in the winter months than in spring, summer or fall. More information is needed. We know quite a bit about candle fires. We know that they are increasing, that they occur most often in the bedroom, and that candle fires peak in December. However, we do not know the age of the individual who was using the candles, what type of candle was involved, or whether the candleholder was a factor. We need to know more about the circumstances of these fires and the people who are having these fires to develop and target our educational messages effectively. Manufacturers and regulators also need to know if product issues are significant problems.

For additional information on candle fire in U.S. homes and other occupancies refer to NFPA special data information book on candle fires.

*Alan Schullo
Fire Chief*



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A TRANSFER OF LEADERSHIP



Chief Larry Swanson served St. Charles since May 1, 1972, and retired June 1, 2002.

After 20 years as Fire Chief, Larry Swanson announced his retirement. Chief Swanson served the Department for 34 years beginning as a paid on call firefighter in 1968. During the twenty years Larry was chief the Department was transformed from a one-station fire department to a department that served the area with three fully manned stations with fire suppression, fire prevention and emergency medical services.

June 1, 2002 Alan J. Schullo began his tenure as Fire Chief of the St. Charles Fire Department. Chief Schullo brings 22 years experience in the fire service to the Department. His vision is to build upon the foundation laid by his predecessors, challenging the St. Charles Fire Department organization to obtain membership in the elite group of ISO Class 1 and internationally accredited organizations.



Chief Alan Schullo began his service in St. Charles on June 1, 2002